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June 24, 2002

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

Re: TRS Consumer Complaints Log Summaries for the FCC

Dear Ms. Dortch:

In accordance with the Improved TRS Order issued in CC Docket 98-67 by the Federal Communications Commission (FCC) along with the order dated May 31, 2002, the Public Service Commission of Utah hereby submits the original and four (4) copies of Utah's TRS Complaints Log. Included is the original plus four (4) copies of the Consumer Complaints Log as well as reports from Sprint, the state's TRS provider. Copies of both the Consumer Complaints Log from the state of Utah, and Sprint have been sent to Erica Meyers with the Consumer & Governmental Affairs Bureau, including a diskette containing the items as requested. In addition, a diskette containing the aforementioned documents, have been forwarded to the FCC's Copy Contractor.

For the period of June 1, 2001 through May 31, 2002, Sprint processed more than 545,775 outbound calls on behalf of Relay Utah. Sprint received a total of fourteen (14) customer complaints that were filed with supervisors at Sprint TRS Centers. Twelve of the 14 complaints (87%) were related to service, while only 2 (13%) were related to technical issues. The TRS Specialist with the Public Service Commission received a total of six (6) complaints that were then either resolved through troubleshooting or through teamwork with Sprint and the Commission. All of these complaints were resolved in a timely fashion, and as far as we are aware, none of the complaints have escalated into action for the FCC.

In February and March, the Utah Public Service Commission issued a survey to more than 500 subscribers to Relay Utah. Approximately 140 surveys were returned and with this the Commission found that 95% were satisfied with Relay Utah, whereas 5% were dissatisfied. The respondents who were dissatisfied indicated no reasons for the dissatisfaction. One very interesting observation made from the survey is that only 50% of the respondents know the procedures on filing a complaint about relay. This has lead the Commission to develop a mailing about filing consumer complaints as well

as to holding Townhall Meetings in order to explain different procedures for TRS, to obtain public comments, and to answer any questions regarding Relay Utah. The Commission will also be developing a newsletter in order to provide more information on an ongoing basis related to Carrier of Choice, how to file a complaint, Voice Carry Over, Video Relay Service, etc. in the hopes for more knowledgeable TRS users in the State of Utah.

The Utah Public Service Commission, in the best interest of Relay Utah, continues to work in conjunction with the FCC and strives to be proactive in order to provide the best possible relay service for Utah residents.

Sincerely,

/s/Kelli Toohill

TRS Specialist

(801) 530-6638 (V/TTY)

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cc: Erica Myers
Federal Communications Commission
Consumer & Government Affairs Bureau
445 12th Street, SW, Room 5-C212
Washington, D.C. 20554

Attachment # 1: Sprint Complaint Log Summary

Attachment # 2: Sprint Summary of Complaints

Attachment # 3: Utah Public Service Commission Complaint Log Summary

Complaint Log Summary

June, 2001 – no complaints

July, 2001

1)

7/11/01

Category #3 – Didn't Follow Customer Instructions

Nature of Complaint – Customer called in and asked if she places or receives a Relay call, if she can request the agent read each word as it is typed rather than waiting for a few to be typed out before relaying it. I told her yes that could be done if she requests it. Customer requested that with agent 4192 F the agent refused. Customer says she also requested the ID number of agent and specified that she was talking to the agent and not to type it to the other party, but the agent typed it anyway and caused the call to be very confusing and the TTY user kept telling customer she did not have a CA number, etc. Thanked customer for calling and apologized for the inconvenience.

7/12/01

Resolution – Coached CA to make sure to relay CA # and to make sure to translate the ASL, not use word for word.

2)

7/16/01

Category # 17 – Agent Was Rude

Nature of Complaint – UT voice user asked an operator to repeat something during a call. Operator was not courteous and had an attitude problem because she only said she has to type everything she hears. Subsequently this user discovered from his caller that the operator made poor comments to the TTY user about this hearing user. This user does not have an operator number but will try to get it.

7/16/01

Resolution – Apologized and agreed that making poor comments about users is inappropriate. This user will try to gather the operator number and therefore does not want feedback at this time.

3)

7/25/01

Category # 4 – Didn't Keep Customer Informed

Nature of Complaint – Customer called in to report that she was making a very important phone call about legal matters. The agent ran phone numbers together without spacing. HE typed only half of addresses that were given. When transferred to another department, there was a recording and instead of typing exactly what the recording said, the agent typed "recording playing." The customer was upset because she will need to call back again and if this agent had typed specifically what the recording said she would have had that info for future reference and could

simplify instructions for the next relay agent.

7/26/01

Resolution – Coached CA to use spaces when phone number is given. Also, make sure that CA use pacing to catch up typing a complete message. He apologized and wasn't aware of it. He'll do a right procedure next time. As for the recording playing, CA did the correct procedure since the caller gave specific instruction to speak with a person.

4)

7/25/01

Category #9 – Everything Relayed

5)

7/25/01

Category #15 – Recording Feature Not Used

August, 2001

6)

8/28/01

Category #2 – Didn't Follow Database Instructions

Nature of Complaint – Customer said CA kept interrupting them and did not follow instructions. Customer kept changing what they wanted and would type GAGA so CA would do as they asked but customer actually was interrupting as supervisor observed what was actually on the screen. Customer wants follow-up.

9/10/01

Resolution – Followed up with CA – very apologetic and will (unable to read due to fax cut off bottom)

September, 2001

7)

9/7/01

Category #3 – Didn't Follow Customer Instructions

Nature of Complaint – Agent did not follow instructions to not type recording. She did not type professionally and talked back to me. She kept pressing the spacebar whenever I tried to type back to her. Apologized for rudeness and unprofessionalism of agent. Customer wants follow up on issue and assured customer agent would be met with.

9/11/01

Resolution – CA was getting nothing but recordings when TTY kept requesting to redial. He did not understand no one was there. The store was closed and the recording gave store hours. CA apologizes and will watch for this next time. CA said she did not argue with the TTY user. CA will be coached on recordings.

8)

9/20/01

Category # 29 – Other Technical Type Complaint

Nature of Complaint – Customer says that when she calls into UT Relay ASCII line that her computer connects at TTY speeds not at ASCII speeds. TT# 04277260 opened. Apologized for problem and advised tech would investigate.

10/15/01

Resolution – The user needs to check her settings on the TTY and also contact the manufacturer of the TTY to ensure that it is set up properly. AM: informed her about the problem. She understood clear about her old TTY problems.

October, 2001 – no complaints

November, 2001 – no complaints

December, 2001

9)

12/4/01

Category #17 – Agent Was Rude

Nature of Complaint – TTY user said CA was rude to them. TTY user had reached an ans. Mach. And wanted to leave a message. TTY user was angry when CA didn't leave a message but TTY hadn't given one yet. Thanked customer for reporting and told them the supervisor would document their information and refer it to the manager. Apologized for the inconvenience and told them it looked as if there was a miscommunication between them and the CA.

12/4/01

Resolution – Spoke with CA. Customer made a general statement to CA that CA thought they were asking CA to redial without a message. CA told/asked for message to leave? Customer was upset and said gave message. Ca still confused and said that there was not a message on screen and explained how process works on leaving a message. ACU arrived and noted that did not see a message either. Customer finally typed message and CA redialed and let it per customer's instructions.

10)

12/17/01

Category #7 – Typing Speed/Accuracy

Nature of Complaint – CA typed too slow and had too many misspelled words. Customer was not happy. Thanked customer for reporting and assured them info would be taken for referral to manager.

12/28/01

Resolution – Agent acknowledged that typing (spelling) is a weak area for her. She is working to improve her speed and spelling.

January, 2002

11)

1/2/01

Category # 29 – Other Technical Type Complaint

Nature of Complaint – Customer has tried dialing 711 and 800 number to complete his call to his wife's cell phone and gets either a fast busy or a recording that says your call cannot be completed as dialed. He is calling from a PBX system. The number at his desk is different than the number that shows up. He is calling to a cell phone. There is no trouble dialing this cell phone directly without relay. The issue has been reported to the cell phone provider and they said the problem is not on their end and should be reported to relay Customer Service. I apologized to the customer and told her I would open a tt for the relay technician to check into it further. I told her I would document her complaint and forward it to the UT relay AM and provided her the tracking number and the AM's phone number.

1/2/02

Resolution – TT results – this number falls on my position using Sprint but works with AT&T, does not work on my PCS and 1FB. This call does not work on the Sprint network. Tim in the ESOC opened a TRS ticket on the problem. TRS ticket says their test calls have failed but completed OCC, they have sent it to translations to look at it further.

February, 2002

12)

2/11/02

Category # 17 – Agent was Rude

Nature of Complaint – Customer said I work for a Dr.'s office and we have a patient who is deaf. Every time we go through the relay we get operators who are inconsiderate and rude. CA 4368 was the worst. It is getting so bad that we are trying to find alternate ways to communicate with this patient because we are frustrated with all of the rude operators. Apologized to the customer and promised that the operator would be spoken to. Customer was somewhat satisfied with this.

2/15/02

Resolution – Due to lack of details on this complaint, CA 4368 could not recall this specific customer or incident. Supervisor did coach the agent to always use a professional and courteous tone with customers.

March, 2002 – no complaints

April, 2002 – no complaints

May, 2002

13)

5/21/02

Category # 5 – Agent Disconnected Caller

Nature of Complaint – “I asked Relay and got 7795M. Dialed ring 1, 2, answer (F) then hang up so called again. Got 7830F. Call is fine. What is wrong with 7795? Why he hang up on me?”

5/25/02

Resolution – Spoke to agent. He says he never ever disconnects a caller without permission from bridge. He believes the outbound hung up on inbound. Inbound thought agent was the one hanging up on him. Doesn't specifically remember this call. He knows for sure he has never, ever hung up on a customer.

14)

5/23/02

Category # 5 – Agent Disconnected Caller

Nature of Complaint – When I talk to him and he call them and I gave message and told CA redialing to leave message then CA disconnected which I don't like. I never trust men handle my call again.

Resolution – Followed up with CA 4240M. He doesn't recall the incident. He would report if he accidentally hit a wrong key to disconnect the caller. He knows the procedure to keep customer informed when leaving a message on the answering machine. CA is reliable and wouldn't do something like that.

Attachment # 2

Summary Log for June 1, 2001 – May 31, 2002 Relay Utah

For the period of June 1, 2001 through May 31, 2002, Sprint processed more than 545,775 outbound calls on behalf of Relay Utah, receiving a total of fourteen (0.003%) customer complaints. All fourteen complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these fourteen complaints were escalated for action to the State of Utah or to the Federal Communications Commission.

Attachment #3

State of Utah TRS Complaint Log June 1, 2001 – May 31, 2002

6 Complaints to Utah Public Service Commission

File date: October 11, 2001
Complaint: The consumer was dissatisfied with the message received each and every time he placed an outbound call, "Your Caller ID will send."
Date resolved: December 10, 2001
Resolution: "Your Caller ID will send" macro was removed from the TRS Platform.

File date: March 27, 2002
Complaint: The consumer e-mailed the Commission to say that a pre-paid calling card did not work because it had too many digits.
Date resolved: March 28, 2002
Resolution: The TRS Specialist confirmed with the Sprint Account Manager of the number of digits for a calling card pin number and then asked that the consumer try again. The CA or the consumer must have typed one too many digits accidentally the first time. The card worked the second time the caller attempted to use the pre-paid calling card.

File date: March 28, 2002
Complaint: A consumer called because he said that 7-1-1 did not work - he got a "modem making a bunch of noise."
Date resolved: March 28, 2002
Resolution: TRS Specialist did some checking and found out that he was calling from a phone on a PBX system. The Commission employee then explained how PBX's work with 7-1-1; a call comes in from a TTY which creates a temporary branding so that first it will be answered with TTY, second with ASCII, and then third by voice. When the voice caller then calls in please be patient for the CA to respond for a voice call unless of course the last call from that PBX trunk was a voice call rather than a TTY call.

File date: April 19, 2002
Complaint: Complainant called to say that 7-1-1 and the 1-800 TTY access number was not working from his home when he called Relay Utah. It had been working previously.
Date resolved: April 23, 2002
Resolution: TRS Specialist visited the consumer's home to do some troubleshooting and was able to hear that there was a recording saying that the call could not be completed. It turned out after talking with the consumer's telephone service provider, that recently the consumer had placed a block on the line for collect

calls. This block was removed and access to TRS by 7-1-1 and the toll-free number was restored.

Date Filed: May 16, 2002

Complaint: Consumer sent an e-mail about Video Relay Service (VRS) provided by Sprint and Communication Service for the Deaf (CSD). The nature of the complaint was that he could not use a Macintosh computer, and then that his daughters could not use Pidgin Sign Language (PSE), Signed Exact English (SEE), or Cued Speech with VRS.

Date Resolved: May 26, 2002

Resolution: TRS Specialist forwarded the complaint to the www.usavrs.com help desk. Both the Commission employee and the consumer received a response as to how to use a Macintosh computer to access VRS. The response then addressed the issues of PSE, SEE, and Cued Speech that the Video Interpreters are trained to recognize and transliterate ASL and PSE. Some Video Interpreters can handle SEE, and at this time none can handle Cued Speech.

Date Filed: May 30, 2002

Complaint: Complainant called saying that he cannot make a call using 7-1-1 and the toll-free TTY number with his Telebraille.

Date Resolved: June 6, 2002

Resolution: He was able to call the TRS Specialist and communicate TTY to Telebraille with no problems. TRS Specialist visited the consumer's home and did some troubleshooting. The problems were only experienced when calling the relay service and it seemed to kick into ASCII. A call was placed to Sprint Relay Customer Service and made sure all of the branding was correct. No problems have resurfaced as of yet.

